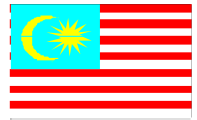
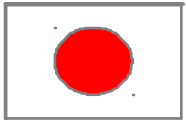
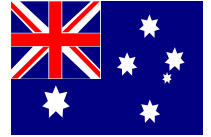
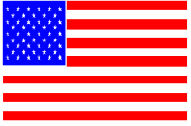


Defense Contract Management Command - Pacific





IMS IMPLEMENTATION

- **SUCCESSES**
 - **CHALLENGES**
 - **LESSONS LEARNED**
 - **PLANNED IMPROVEMENTS**
- FOR FY01**
- **MCRs FOR FY 01**



SUCCESSSES

- **IMS APPROACH IS OVERARCHING**
- **INTEGRATED IMS PLANNING SCHEDULE (Includes all planned actions, identification of required documents, due dates, OPRs and POCs, with a suspense system managed and tracked at the CAO Level. All adjustments must be coordinated with the Deputy.)**
- **100% IMS CBT TRAINING COMPLETE BY DEC 31, 1999**
 - **IMS TRAINING ADDED AS A REQUIREMENT TO NEW EMPLOYEES OREINTATION.**
 - **90 DAY SURVEY MANAGED BY DEPUTY WHICH FOCUSES ON NEW EMPLOYEES UNDERSTANDING OF IMS AND COMPLETION OF CBT.**
- **DRAMATIC IMPROVEMENT IN USA OVER 3 YEARS**
- **INTERNAL CUSTOMER SURVEY RESULTS IMPROVEMENTS**



SUCCESSSES

- **IMS MATRIX**

- **INCLUDES THE RESULTS FROM THE MCRS, USA, ICS, SPECIAL REVIEWS**

- **BUILDS ON THE PERFORMANCE CONTRACT**

- **TASK DOCUMENT**

THE FOCUS DOCUMENT FOR IMPROVEMENT

- **APPENDIX TO THE INDIVIDUAL PERFORMANCE PLAN AND INDIVIDUAL PLAS PALETTE**



IMS

High Performance Management System

ELEMENTS

Leadership System

Strategic Planning System

Customer Focus System

Information Management System

Human Resource System

Process Management

Results Review System

EACH OF THESE SYSTEMS ARE REVIEWED USING THE USA, MCR, ICS, AND SPECIAL REVIEW/ ASSESSMENT TOOLS. THEY ARE THEN LINKED THROUGH THE PERFORMANCE PLAN AND CONTRACT.



IMS MATRIX

Obj/Per	FY	UNIT	One Bc	Objective/Per	Command Goal	FUNDED (00)		REQUEST	APPROVED	USA	GAPS	RISK	MCR	ICS	Service	DCMDI POC
						Planned		Total FTE	FTEs	Target Performance						
				Metric										ICS	ICS	
				CATEGORY	Perf	Hours	FTEs	Perf		Level				AFI		
1.1					Provide the right item at the right time	47669.23	22.8301		22.8301							
1.1.2.99	081	01	5	3.7	Improve on-ti +5% From 10/0	0.90492		0.9049			6-Pro	3-8x	63	2	5.0	Newton Stear
1.1.3	081	01	5	3.7	Reduce the nu -25%	-0.9453		-0.2857			6-Process M	63		2	5.0	Newton Stear
			5		Reduce the # -50%	-1		-0.5			6-Process Mgmt			2	5.0	
1.2					Team with our business partners to ach	40761.62	19.5218		19.5218							
1.2.1.99	004	06	2.4	3.1	Achieve and s	0.9	0.9913	0.9			3-Customer a	50		2	2.0	Bill Erdbrink,
1.2.4.99	031	01	9.5	4.2	Ensure 85% of	0.85	0	0.85			6-Process M	60		2	9.0	Charlene Ham
1.2.6	021	02	1.3	2.1	Maintain Prea	0.95	1	0.95			3-Customer a	75		2	1.0	Newton Stear
2.1					Serve as a catalyst for the revolution in	52532.32	25.1592		25.1592							
2.1.1.99	043	01	6.2	2.2	Attain a 96-100% FPR, 68% FPRA						6-Pro	1-7x, 2	57	2	6.0	Marcia Riddle
					Quantity of co 96-100% FPR	#DIV/0!		96-100% FPR								
					Quantity of co 68% FPRA	1		0.75								
2.1.2	181	01	6.2	4.2	Achieve closeout of 75% of other than FFP, and FP contracts within FAR mandated timeframe						6-Process M	60		2	6.0	Charlene Ham
					FFP that clos	0.9	0.96154	0.9								
					Contracts wh	0.75	#DIV/0!	#DIV/0!								
2.1.4.99	041	01	6.6	2.2	Improve nego TBD		0	TBD			6-Process M	60		2	6.0	Charlene Ham
2.1.6	064	01	8.1	3.8	Maintain the	0.9	1	1			6-Process M	94		2	8.0	Maj Sam Bak
2.1.6.99	64	01	8.1	3.8	Effi ciently ma N/A						6-Process Mgmt					



IMS MATRIX TO TASK

Obj/ Perf Goal #	FY 99 PLAS CODES	UNIT COST CATEGORY	One Book Chapter	Metric	Objective/ Performance Goal	Command Goal	FY 99 Projection			USA	GAPS
							Hours	FTEs	Perf		
1.1					Provide the right item at the right time for the right price		47,328.48	22.67			
1.1.2.99	081B, 217/A/B/C/D/E	01	5.1	3.7.1	Improve on-time delivery by 5%	-6% From 10/01/99			90.5%	6-Process Mgmt	3-8x
1.1.3	081B, 217/A/B/C/D/E	01	5.1	3.7.1.5	Reduce the number of outstanding delinquencies less than 1 year late and -----	-25%			-94.5%	6-Process Mgmt	
			5.1		Reduce the # of line items schedules delinquent for more than a year	-50%			-100.0%	6-Process Mgmt	

TASK NO. 2.3.1

ADVOCATE: ALBERS, M.J.

DCMC PACIFIC FY 00

TEAM/TASK PLANNING DOCUMENT

Date: 5-21-99

TASK DETAIL

TASK/SUBTASK DESCRIPTION: Implement Electronic Document Workflow (EDW) at all DCMC sites.

TASK APPLICABLE TO: CAO

PLANNED HOURS: 1120 HOURS

ESTIMATING METHOD: Site visit for planning and execution only.

Site PLANNING/IMPLEMENTATION PLAN:

Oct

Nov

Dec

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

40

1080

0

0

0

0

0

0

0

0

0

0

Criteria for Performance Excellence (CPE): 6.0

PLAS/PROGRAM CODES: 212, 217/NN528

METRICS/PERFORMANCE INDICATORS: PowerPlay Cube Name/Other Source of Data - Maintained manually by DCMC HQ.

ONE BOOK CHAPTER: NA

STRATEGY: Coordinate plan for transition to EDW with District Site Deployment point of contact during pre-deployment site visit. Appoint CAO point of contact during pre-deployment site visit and identify Lead users. Assure workforce develops skills in using EDW during and following deployment, internally provide all follow-on training, and ensure implementation progress or problems are reported. Goal: Full Deployment.

Projected milestones / Planned Actions: DCMC plan has slipped. Proposed dates are subject to change.

10-1-99 Appoint CAO & Operational site POCs, ID Lead Users, Support proposed Pacific initial pre-deployment site visit.

10-1-99 to 11-11-99; Support DCMC developed installation, and training deployment plan.

DOCUMENTATION: Field teams are expected to report out of tolerance conditions on the monthly Executive Summary

HOW WILL YOU KNOW WHEN THE ACTION IS COMPLETE? EDW fully deployed and operational throughout Pacific CAO.

RESOURCES REQUIRED: Hardware and software to support EDW documentation entire. Labor hours to install new equipment, software, and train sites on operations and methodology to support EDW initiative.

PLANNED OUTCOMES AND RESULTS: Install new equipment and software, training Pacific field offices on the operations and methodology in support of EDW initiative. Convert current paper contract processes to paperless operations. Transfer of contract documents via electronic means. Electronic storage of contract documentation.

Planned Improvement FY01

7

Task Planning Document

Umbrella Task - all teams must play.

Maintain Task - current efforts are at a level where to maintain is the strategy.

Staff Task- all actions are at the CAO level

TASK NO. 2.31
ADVOCATE: ALBERS, MJ.

DCMC PACIFIC FY 00

Date: 5-21-99

TEAM/TASK PLANNING DOCUMENT

Umbrella/Maintain/Staff

TASK DETAIL

TASK/SUBTASK DESCRIPTION: Implement Electronic Document Workflow (EDW) at all DCMC sites.

TASK APPLICABLE TO: CAO

PLANNED HOURS: __1120__ HOURS

TRAINING METHOD: Site visit training for implementation only.

Site PER MONTH SPENDING PLAN:

Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

40 1080 0 0 0 0 0 0 0 0 0 0

Criteria for Performance Excellence (CPE): 6.0

PLAS/PROGRAM CODES: 212, 217/NV528

METRICS/PERFORMANCE INDICATORS: PowerPlay Cube
Name/Other Source of Data - Maintained manually by DCMC HQ.

ONE BOOK CHAPTER: N/A

STRATEGY : Coordinate plan for transition to EDW with District Site Deployment point of contact during pre-deployment site visit. Appoint CAO point of contact during pre-deployment site visit and identify Lead users. Assure workforce develops skills in using EDW during and following deployment, internally provide all follow-on training, and ensure implementation progress or problems are reported. Goal : Full Deployment.

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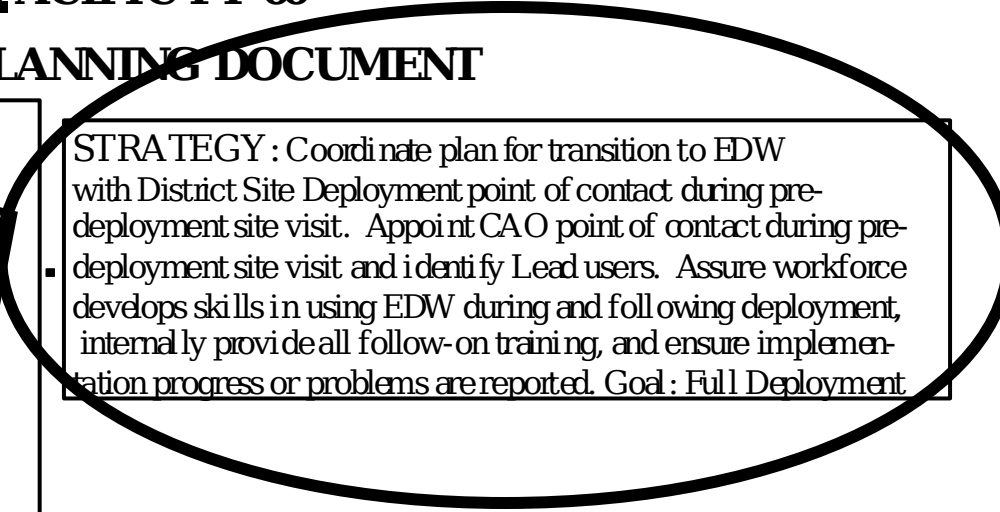
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TEAM/TASK PLANNING DOCUMENT

Write the strategy based on what is expected of CAO's found in the FY01 Performance Plan. In some cases we may be playing to support DCM DI.

 **Planned Improvement FY01**



STRATEGY : Coordinate plan for transition to EDW with District Site Deployment point of contact during pre-deployment site visit. Appoint CAO point of contact during pre-deployment site visit and identify Lead users. Assure workforce develops skills in using EDW during and following deployment, internally provide all follow-on training, and ensure implementation progress or problems are reported. Goal : Full Deployment

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PLANNED OUTCOMES AND RESULTS: Install new equipment and software, training Pacific field offices on the operations and methodology in support of EDW initiative. Convert current paper contract processes to paperless operations. Transfer of contract documents via electronic means. Electronic storage of contract documentation.

TEAM/TASK PLANNING DOCUMENT

Write milestones based on actions that must take place to accomplish tasks. Be mindful of our systems capabilities for each task. All milestones or tasks will be embedded in the CAO's FY01 Performance Plan.



Planned Improvement FY01

Projected milestones / Planned Actions: DCMC planned milestones have slipped. Proposed dates are subject to change.

10-1-99 Appoint CAO & Operational site POCs, ID Lead Support proposed Pacific initial pre-deployment site visit.

10-1-99 to 11-11-99; Support DCMC developed installation and training deployment plan.

DOCUMENTATION: Field teams are expected to report out on tolerance conditions on the monthly Executive Summary.
HOW WILL YOU KNOW WHEN THE ACTION IS COMPLETE?
EDW fully deployed and operational throughout Pacific CAO.

RESOURCES REQUIRED: Hardware and software to support EDW documentation enterprise. Labor hours to install new equipment, software, and train sites on operations and methodology to support EDW initiative.

PLANNED OUTCOMES AND RESULTS: Install new equipment and software, training Pacific field offices on the operations and methodology in support of EDW initiative. Convert current paper contract processes to paperless operations. Transfer of contract documents via electronic means. Electronic storage of contract documentation.



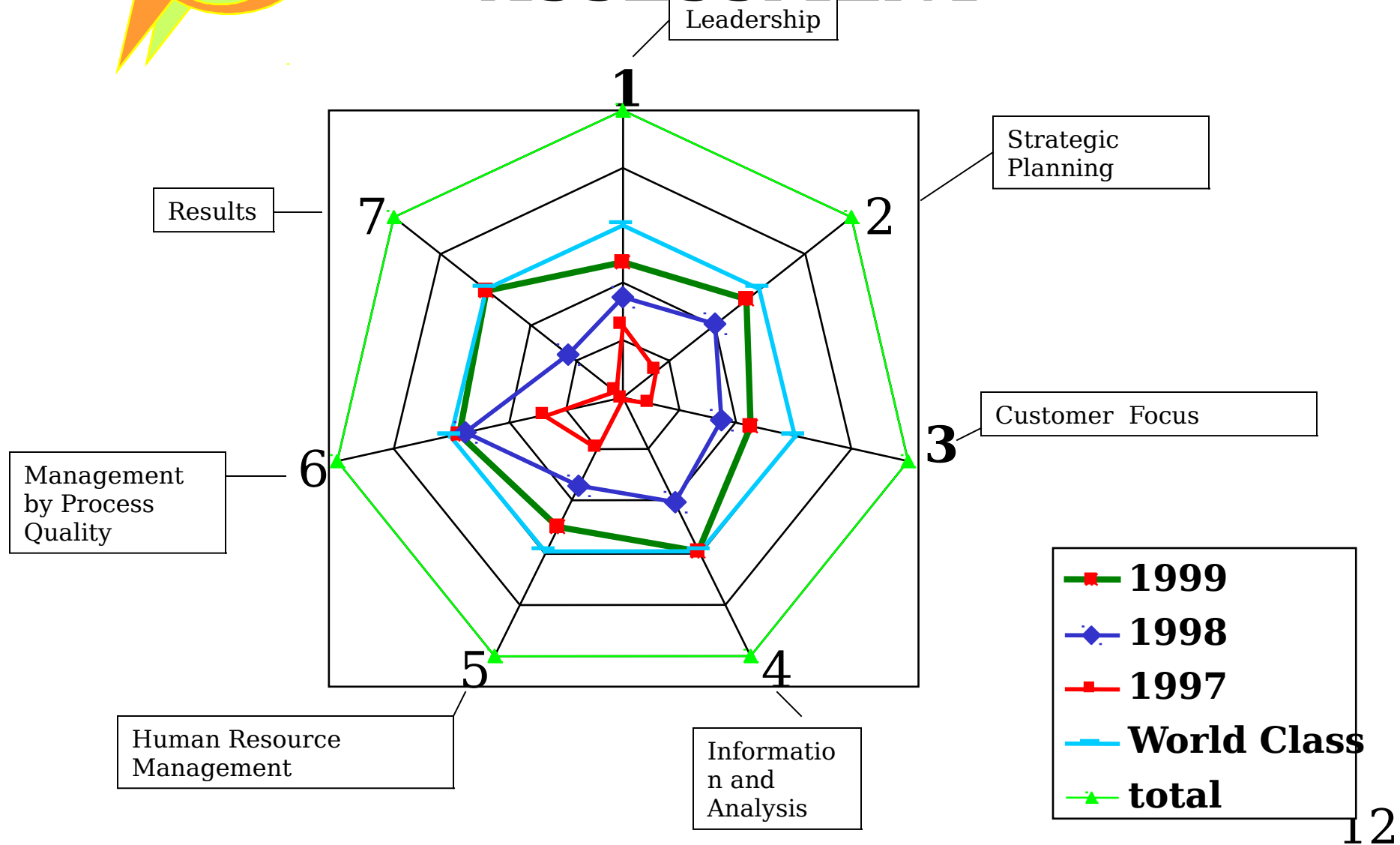
SUCCESSSES

UNIT SELF ASSESSMENT

- CLOSURE OF GAPS - INCLUSION
IN PERFORMANCE PLANS FY 99
AND FY00
- IMPROVED SCORING
- RADAR CHART SHOWS
CONCENTRIC GROWTH ☒ **Planned Improvement FY01**
- EXTERNAL REVIEW



UNIT SELF ASSESSMENT






SUCCESSSES

INTERNAL CUSTOMER SYSTEM

RESULTS

- 1997 AFIs Embedded in all Management Systems
- 1999 CAO RESURVEY - ICS CLOSURES IN TWO AREAS
 - LEADERSHIP
 - MANAGEMENT BY FACT
- WORKING ON FY00 (Prior to DCMC Results)
 - PERSONAL DEVELOPMENT
 - DCMC PLANNING
- WORKING ON FY00 & FY01 (After DCMC Results) 
Planned Improvement FY01 on approach to Root Cause



SUCCESSSES

MISSION MANAGEMENT REVIEW (MMR)

- FOCUS ON QUALITY METRICS (Added Local Metrics)
- INTEGRATED WITH PERFORMANCE PLAN
- BUILT BY ☒ **Planned Improvement FY01** FROM THE EXECUTIVE SUMMARIES

Make the Executive Summary a tool that filters information to reports and tracking:

Currently: Updates presented in USA category form
Performance Plan Milestones tracked mo
Team Level concerns presented

Enhancement: Further refine systematic approach.
Use the information to update reports, p
systems requirements. Make sure i
once is not requested in another fo



ICR “HIGH RISK” PROCESSES

- INPUT FROM FIELD ON PROCESS RISK
- COMPOSITE VIEW DEVELOPED
- COMPOSITE RESULTS USED AT CAO LEVEL
- SCHEDULE AND AREAS OF REVIEW POSTED
- FINDINGS AND TRACKINGS POSTED TO PUBLIC FOLDERS



**Planned
Improvement FY01**

Working with DCMDI use the pilot MCAP tool that integrates Risk Assessment with Cost Impact.



SUCCESSSES

INTERNAL RISK ASSESSMENT

- **ONE STOP APPROACH**



Planned Improvement FY01

MCRs

USA Review & Training

IMS Review & Training

ICS Review & Training

Data Validation Review

- **Systems Capability Review**

- **Special Requests**  **Planned Improvement FY01**


- **Commander's Challenges**



POLICY

SUCCESSES

CUSTOMER FOCUS

- PRELIMINARY CUSTOMER INPUTS TO OUR PERFORMANCE  **Planned Improvement FY01**
- CUSTOMER MATRIX (EXPECTATIONS)
- CUSTOMER RESPONSE SYSTEM (GOOD VOLUME, GOOD RATINGS)



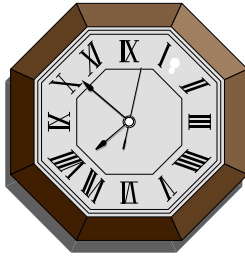
Customer Satisfaction

	Customer	TIMELINESS	RESPONSIVENESS	VALUE ADDED	OVERALL SATISFACTION RATING
Korea	OO/ALC-LGKF	6	6	6	6
Korea	HQ-J USMAG-K	5	5	5	5
Korea	17 AVN BDE	6	6	6	6
Australia	Stricom/DCMC San Diego	6	6	6	6
Australia	NAPRA	6	6	6	6
Australia	NSF	6	6	6	6
Australia	Air National Guard	6	6	6	6
Australia	NAVSEA	6	6	6	6
Singapore	NRCC	6	6	6	6
Singapore	NAPRA	6	5	5	5
Fuels	DESC-PH	6	6	6	6
Fuels	DESC-BZ	6	6	6	6
Fuels	DESC-PL	6	6	6	6
Fuels	FISC Yoko	6	6	6	6
Fuels	FISC PH	6	6	6	6
Fuels	Hickam	6	6	6	6
Fuels	DESC Yokota	6	6	6	6
Average		5.94	5.88	5.88	5.88

09/05/16

GJD-Boomgaard

CHALLENGES



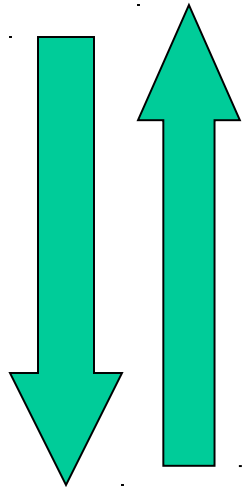
Effectively Managing the International Date Line

- CONSTANT CHANGING ENVIRONMENT
- METRICS MANAGEMENT ☒ **Planned Improvement FY01**
- SYSTEMS
 - SICM ☒ **Planned Improvement FY01**
 - EDW
- PERSONNEL ISSUES TIMELINESS



LESSONS LEARNED

IMS DEPLOYMENT REQUIRES



- CONTINUIOUS SENIOR MANAGEMENT FOCUS
- EMPLOYEE BUY-IN/OWNERSHIP
- TOP-DOWN PLANNING
- DYNAMITC PLANNING PROCESS AT ALL LEVELS



HIGHER HEADQUARTERS SUPPORT

SICM CAPABILITIES

EDW CAPABILITIES

ADPE SUPPORT FROM DCMDW

MCAP RISK ASSESSMENT TOOL